

1 P. Kristofer Strojnik, SBN 242728  
2 [pstrojnik@strojniklaw.com](mailto:pstrojnik@strojniklaw.com)  
3 Esplanade Center III, Suite 700  
4 2415 East Camelback Road  
5 Phoenix, Arizona 85016  
6 415-450-0100 (tel.)

7 Attorneys for Plaintiff

8 **UNITED STATES DISTRICT COURT**

9 **CENTRAL DISTRICT OF CALIFORNIA**

10 THERESA BROOKE, a married woman  
11 dealing with her sole and separate claim,

Case No:

12 Plaintiff,

**VERIFIED COMPLAINT**

13 vs.

**(JURY TRIAL DEMANDED)**

14 WESTCHASE MINI SUITES LLC, a  
15 California limited liability company dba  
16 Best Western Plus Thousand Oaks Inn,

Defendant.

17 Plaintiff Theresa Marie Brooke alleges:

18 **PARTIES**

19 1. Plaintiff Theresa Brooke is a married woman. Plaintiff is legally disabled,  
20 and is therefore a member of a protected class under the ADA, 42 U.S.C. § 12102(2),  
21 the regulations implementing the ADA set forth at 28 CFR §§ 36.101 et seq., the  
22 California Unruh Civil Rights Act. Plaintiff ambulates with the aid of a wheelchair due  
23 to the loss of a leg.

24 2. Defendant, Westchase Mini Suites LLC, owns and/or operates and does  
25 business as the hotel Best Western Plus Thousand Oaks Inn located at 75 West  
26 Thousand Oaks Boulevard, Thousand Oaks, California 91360p. Defendant's hotel is a  
27 public accommodation pursuant to 42 U.S.C. § 12181(7)(A), which offers public  
28

1 lodging services. On information and belief, Defendant's hotel was built or renovated  
2 after March 15, 2012.

3 **JURISDICTION**

4 3. Jurisdiction in this Court is proper pursuant to 28 U.S.C. §§ 1331 and 42  
5 U.S.C. § 12188.

6 4. Plaintiff's claims asserted herein arose in this judicial district and  
7 Defendant does substantial business in this judicial district.

8 5. Venue in this judicial district is proper under 28 U.S.C. § 1391(b) and (c)  
9 in that this is the judicial district in which a substantial part of the acts and omissions  
10 giving rise to the claims occurred.

11 **ALLEGATIONS**

12 6. Plaintiff alleges that Defendant's hotel does not have an access aisle at the  
13 passenger loading zone adjacent to the hotel lobby in violation of Section 503 of the  
14 2010 Standards. An access aisle has specific requirements: It must be 60 inches wide  
15 and at least 20 feet long, it must have an accessible route adjoining it, and it cannot be  
16 within a vehicular way. Section 503.3.

17 7. Plaintiff formerly worked in the hospitality industry and her husband  
18 works in the travel industry. She and her husband are avid travelers to California for  
19 purposes of leisure travel and to "test" whether various hotels comply with disability  
20 access laws. Testing is encouraged by the Ninth Circuit Court of Appeals.

21 8. Plaintiff and her husband traveled to the Los Angeles area in late April of  
22 this year. She and her husband anticipate returning several times in the next few months  
23 for required hearings, depositions and further testing.

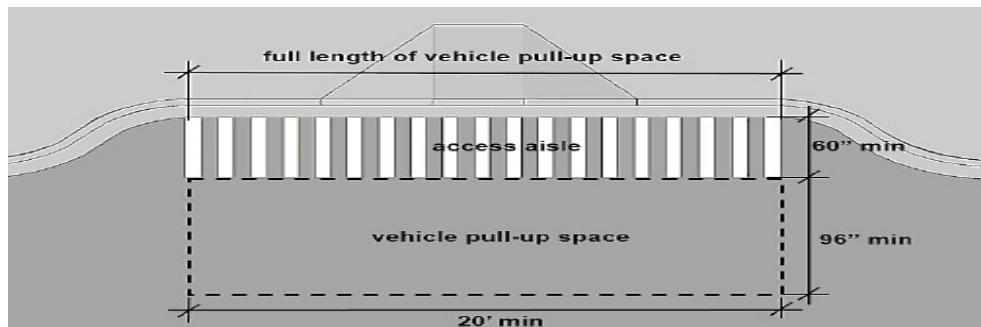
24 9. During this trip, Plaintiff personally visited Defendant's hotel.  
25 Defendant's hotel has a passenger loading zone because pickup and dropoff occurs  
26 there and it is located directly outside of the lobby entrance. There are also design  
27 features showing an intent for utilization as a passenger loading zone.

28

1       10. While at Defendant's hotel, she discovered that Defendant's hotel has a  
2 *barrier to entry to the lobby*, which is that the passenger loading zone does not have an  
3 access aisle. The requirement of an access aisle at a passenger loading zone relates to  
4 Plaintiff's disability of not having one leg and being forced to use a wheelchair because  
5 access aisles are required so persons in a wheelchair can maneuver without threat of  
6 danger from other vehicles and without other encumbrances blocking their pathway.  
7 The lobby, therefore, is inaccessible to Plaintiff by way of the passenger loading zone  
8 because there is no access aisle.

9       11. Plaintiff gained actual and personal knowledge of a barrier while visiting  
10 Defendant's hotel, and as a result, she was deterred from entering the hotel. She will  
11 only return to the hotel, when she returns, if Defendant puts the required access aisle  
12 into place. Visiting otherwise would be futile because the lack of the access aisle  
13 represents a barrier to entering the lobby from the passenger loading zone.

12. An illustration of a correct access aisle is provided below:



14. It is readily achievable to modify the hotel to provide an access aisle.  
23  
24 Provision of an access aisle is extremely inexpensive; it involves painting and  
25 measuring tools.

26 15. Without injunctive relief, Plaintiff and others will continue to be unable to  
27 independently use Defendant's hotel in violation of her rights under the ADA.

## FIRST CAUSE OF ACTION

16. Plaintiff incorporates all allegations heretofore set forth.

17. Defendant has discriminated against Plaintiff and others in that it has failed to make its public lodging services fully accessible to, and independently usable by, individuals who are disabled in violation of 42 U.S.C. § 12182(a) and § 12182(b)(2)(iv) and the 2010 Standards, as described above.

18. Defendant has discriminated against Plaintiff in that it has failed to remove architectural barriers to make its lodging services fully accessible to, and independently usable by individuals who are disabled in violation of 42 U.S.C. §12182(b)(A)(iv) and the 2010 Standards, as described above. Compliance with the 2010 Standards would neither fundamentally alter the nature of Defendant's lodging services nor result in an undue burden to Defendant.

19. In violation of the 2010 Standards, Defendant's hotel passenger loading zone does not have a disability access aisle as required by Section 503 of the Standards.

20. Compliance with 42 U.S.C. § 12182(b)(2)(A)(iv) and the 2010 Standards, as described above, is readily achievable by the Defendant. *Id.* Readily achievable means that providing access is easily accomplishable without significant difficulty or expense.

21. Defendant's conduct is ongoing, and Plaintiff invokes her statutory right to declaratory and injunctive relief, as well as costs and attorneys' fees.

22. Without the requested injunctive relief, Defendant's non-compliance with the ADA's requirements that its passenger loading zone be fully accessible to, and independently useable by, disabled people is likely to recur.

23. WHEREFORE, Plaintiff demands judgment against Defendant as follows:

24. a. Declaratory Judgment that at the commencement of this action Defendant was in violation of the specific requirements of Title III of the ADA described above, and the relevant implementing regulations of the ADA;
25. b. Permanent injunction pursuant to 42 U.S.C. § 12188(a)(2) and 28 CFR § 36.504(a) which directs Defendant to take all steps necessary to bring its passenger loading zone into full compliance with the requirements set forth in the ADA;

- 1 c. Payment of costs and attorney's fees;
- 2
- 3 d. Provision of whatever other relief the Court deems just, equitable and
- 4 appropriate.

5 **SECOND CAUSE OF ACTION**

- 6 23. Plaintiff realleges all allegations heretofore set forth.
- 7 24. Defendant has violated the Unruh by denying Plaintiff equal access to its
- 8 public accommodation on the basis of her disability as outlined above.
- 9 25. Unruh provides for declaratory and monetary relief to "aggrieved
- 10 persons" who suffer from discrimination on the basis of their disability.
- 11 26. Plaintiff has been damaged by the Defendant's non-compliance with
- 12 Unruh.
- 13 27. Pursuant to Cal Civ. Code §52, Plaintiff is further entitled to such other
- 14 relief as the Court considers appropriate, including monetary damages in an amount of
- 15 \$4,000.00, and not more.
- 16 28. Pursuant to Unruh, Plaintiff is entitled to attorney's fees and costs in an
- 17 amount to be proven at trial.

18 WHEREFORE, Plaintiff demands judgment against Defendant as follows:

- 19 a. Declaratory Judgment that at the commencement of this action Defendant
- 20 was in violation of the specific requirements of Unruh; and
- 21 b. Permanent injunction pursuant to 42 U.S.C. § 12188(a)(2) and 28 CFR §
- 22 36.504(a) which directs Defendant to take all steps necessary to bring its
- 23 passenger loading zone into full compliance with the requirements set
- 24 forth in the ADA;
- 25 c. Payment of costs and attorney's fees;
- 26 d. Damages in the amount of \$4,000.00; and
- 27 e. Provision of whatever other relief the Court deems just, equitable and
- 28 appropriate.

29 **DEMAND FOR JURY TRIAL**

30 Plaintiff hereby demands a jury trial on issues triable by a jury.

1

2

3

4 RESPECTFULLY SUBMITTED this 2d day of May, 2022.

5

6

/s/ P. Kristofer Strojnik

7

P. Kristofer Strojnik (242728)

8 Attorneys for Plaintiff

9

**VERIFICATION**

10

11

I declare under penalty of perjury that the foregoing is true and correct.

12

13

DATED this 2d day of May, 2022.

14

15   
\_\_\_\_\_  
Theresa Marie Brooke

16

17

18

19

20

21

22

23

24

25

26

27

28